

**A CHIP Client Survey Question by Question Percentages**

Indicate the percentage that did not answer the question and then the percentage of each answer based on only those that answered.

1	Our records show that your child is now insured y CHIP. Is that right?	0 0.00% <b>BLANK</b>	366 100% <b>YES</b>	0 0.00% <b>NO</b>										
2	With the choices CHIP gave you, how much of a problem, if any, was it to get a personal provider for your child that you are happy with?	4 1.09% <b>BLANK</b>	4 1.10 % <b>A BIG PROBLEM</b>	11 3.04% <b>A SMALL PROBLEM</b>	265 73.20% <b>NOT A PROBLEM</b>	82 22.65% <b>I DIDN'T GET A NEW PERSONAL PROVIDER</b>								
3	Has there been a time when you felt your child received fewer services than other patients? (If Yes, please explain).	6 1.64% <b>BLANK</b>	10 2.78% <b>YES</b>	350 97.22% <b>NO</b>										
4	Use any number from 0 to 10 where 0 is the worst provider possible, and 10 is the best provider possible. How would you rate your child's provider now?	9 2.46% <b>BLANK</b>	1 0.28% <b>WORST PERSONAL PROVIDER POSSIBLE</b>	0 0.00%	0 0.00%	1 0.28%	0 0.00%	8 2.24%	2 0.56%	36 10.08%	49 13.73%	63 17.65%	168 47.06% <b>BEST PERSONAL PROVIDER POSSIBLE</b>	29 8.12% <b>I DON'T HAVE A PERSONAL PROVIDER</b>
5	In the last 6 months, did you make any appointments with a doctor or other healthcare provider for regular or routine health care for your child?	5 1.37% <b>BLANK</b>	209 57.89% <b>YES</b>	152 42.11% <b>NO</b>										
6	In the last 6 months, how often did you get an appointment for your child for regular or routine health care as soon as you wanted?	153 41.80% <b>BLANK</b>	5 2.35% <b>NEVER</b>	20 9.39% <b>SOMETIMES</b>	51 23.94% <b>USUALLY</b>	125 58.69% <b>ALWAYS</b>	12 5.63% <b>I DIDN'T NEED AN APPOINTMENT</b>							

7	In the last 6 months, how many days did you usually have to wait between making an appointment for your child for regular or routine care and actually seeing a provider?	152 41.53% <b>BLANK</b>	52 24.30% <b>SAME DAY</b>	30 15.89% <b>1 DAY</b>	52 24.30% <b>2-3 DAYS</b>	25 11.68% <b>4-7 DAYS</b>	20 9.35% <b>8-14 DAYS</b>	12 5.61% <b>15-30 DAYS</b>	4 1.87% <b>31 DAYS OR LONGER</b>	15 7.01% <b>I DIDN'T NEED AN APPOINTMENT</b>				
8	In the last 6 months, did your child have an illness or injury that needed care right away from a provider's office, clinic or emergency room?	5 1.37% <b>BLANK</b>	155 42.94% <b>YES</b>	206 57.06% <b>NO</b>										
9	In the last 6 months, when your child needed care right away for an illness or injury, how often did he or she get care as soon as you wanted?	213 58.20% <b>BLANK</b>	1 0.65% <b>NEVER</b>	1 0.65% <b>SOMETIMES</b>	23 15.03% <b>USUALLY</b>	125 81.70% <b>ALWAYS</b>	3 1.96% <b>I DIDN'T NEED CARE</b>							
10	In the last 6 months, how long did you usually have to wait between trying to get care for your child and actually seeing a provider for an illness or injury?	214 58.47% <b>BLANK</b>	116 76.32% <b>SAME DAY</b>	7 4.61% <b>1 DAY</b>	10 6.58% <b>2 DAYS</b>	3 1.97% <b>3 DAYS</b>	3 1.97% <b>4-7 DAYS</b>	2 1.32% <b>8-14 DAYS</b>	7 4.61% <b>15 DAYS OR LONGER</b>	4 2.63% <b>I DIDN'T NEED AN APPOINTMENT</b>				
11	In the last 6 months, how many times did you go to an emergency room to get care for your child?	5 1.37% <b>BLANK</b>	297 82.27% <b>NEVER</b>	49 13.57% <b>1</b>	9 2.49% <b>2</b>	5 1.39% <b>3</b>	1 0.28% <b>6</b>							
12	In the last 6 months did you call a provider's office or clinic during regular office hours to get help or advice for your child?	3 0.82% <b>BLANK</b>	160 44.08% <b>YES</b>	203 55.92% <b>NO</b>										

13	In the last 6 months, when you called during regular office hours, how often did you get the help or advice you needed?	197 53.83% <b>BLANK</b>	0 0.00% <b>NEVER</b>	5 2.96% <b>SOMETIMES</b>	30 17.75% <b>USUALLY</b>	122 72.19% <b>ALWAYS</b>	12 7.10% <b>I DIDN'T CALL</b>							
14	In the last 6 months (not counting times your child went to an emergency room), how many times did your child go to a provider's office or clinic to get care?	1 0.27% <b>BLANK</b>	97 26.58% <b>NONE</b>	91 24.93% <b>1</b>	88 24.11% <b>2</b>	42 11.51% <b>3</b>	26 7.12% <b>4</b>	15 4.11% <b>5 TO 9</b>	6 1.64% <b>10 OR MORE</b>					
15	In the last 6 months, once your child arrived at his or her provider's office or clinic, how long did your child have to wait before he or she could see the person your child went to see?	98 26.78% <b>BLANK</b>	156 58.21% <b>15 MINUTES OR LESS</b>	90 33.58% <b>16 TO 30 MINUTES</b>	15 5.60% <b>31-60 MINUTES</b>	7 2.61% <b>MORE THAN AN HOUR</b>								
16	In the last 6 months, how often were office staff at your child's provider's office or clinic as helpful as you thought they should be?	96 26.23% <b>BLANK</b>	0 0.00% <b>NEVER</b>	9 3.33% <b>SOMETIMES</b>	76 28.15% <b>USUALLY</b>	182 67.41% <b>ALWAYS</b>	3 1.11% <b>I HAD NO VISITS</b>							
17	Is your child old enough to talk with providers about his or her health care?	1 0.27% <b>BLANK</b>	293 80.27% <b>YES</b>	72 19.73% <b>NO</b>										
18	In the last 6 months, how often did doctors or other health providers explain things in a way your child could understand?	83 22.68% <b>BLANK</b>	1 0.35% <b>NEVER</b>	10 3.53% <b>SOMETIMES</b>	60 21.20% <b>USUALLY</b>	166 58.66% <b>ALWAYS</b>	46 16.25% <b>I HAD NO VISITS</b>							

19	If your child's personal provider couldn't see him or her, did the provider's office help you find another place to take your child?	67 18.31% <b>BLANK</b>	168 56.19% <b>YES</b>	131 43.81% <b>NO</b>										
20	If yes, where did they refer your child?	209 57.10% <b>BLANK</b>	125 79.62% <b>ANOTHER DR OR NURSE</b>	9 5.73% <b>PUBLIC HLTH CLINIC OR COMM HLTH CTR</b>	9 5.73% <b>ER AT HOSPITAL</b>	14 8.92% <b>OTHER</b>								
21	Is your child 2 years old or younger?	5 1.37% <b>BLANK</b>	48 13.30% <b>YES</b>	313 86.70% <b>NO</b>										
22	After your child was born, did you get any reminders to bring him or her in for a check up to see how he or she was doing or for shots?	316 86.34% <b>BLANK</b>	31 62.00% <b>YES</b>	19 38.00% <b>NO</b>										
23	Since your child was born, has he or she gone to a provider for a check up to see how he or she was doing or for shots?	315 86.07% <b>BLANK</b>	41 80.39% <b>YES</b>	10 19.61% <b>NO</b>										
24	Did you get an appointment for your child's first visit to a provider for a check up, or for shots, as soon as you wanted?	321 87.70% <b>BLANK</b>	42 93.33% <b>YES</b>	3 6.67% <b>NO</b>										
25	How many days did you have to wait between making an appointment for your child for a check up or for shots and actually seeing the provider?	13 3.55% <b>BLANK</b>	75 21.25% <b>WITHIN 24 HOURS</b>	120 33.99% <b>2-10 DAYS</b>	20 5.67% <b>11-21 DAYS</b>	9 2.55% <b>21-45 DAYS</b>	33 9.35% <b>MORE THAN 45 DAYS</b>	96 27.20% <b>DIDN'T SEE</b>						

26	In the last 6 months, did your child have any visits for preventive care (such as shots or Well Child Check Ups)?	2 0.55% <b>BLANK</b>	131 35.99% <b>YES</b>	233 64.01% <b>NO</b>										
27	If no, why not?	175 47.81% <b>BLANK</b>	184 96.34% <b>I DIDN'T NEED PREVENTIVE CARE</b>	0 0.00% <b>I WAS UNABLE TO SCHEDULE</b>	0 0.00% <b>I DIDN'T HAVE ANY WAY TO GET TO APPT</b>	1 0.52% <b>I DIDN'T HAVE TIME TO GET TO AN APPT</b>	6 3.14% <b>OTHER</b>							
28	In the last 6 months, did your child get care from a dentist's office or dental clinic?	3 0.82% <b>BLANK</b>	192 52.89% <b>YES</b>	171 47.11% <b>NO</b>										
29	In the last 6 months, how many times did your child go to a dentist's office or dental clinic?	161 43.99% <b>BLANK</b>	17 8.29% <b>NONE</b>	102 49.76% <b>1</b>	56 27.32% <b>2</b>	19 9.27% <b>3</b>	6 2.93% <b>4</b>	5 2.44% <b>5 to 0</b>	0 0.00% <b>10 OR MORE</b>					
30	Use any number from 0 to 10 where 0 is the worst dental care possible, and 10 is the best dental care possible. How would you rate your child's dental care?.	180 49.18% <b>BLANK</b>	4 2.15% <b>WORST POSSIBLE</b>	3 1.61%	2 1.08%	0 0.00%	12 6.45%	6 3.23%	14 7.53%	22 11.83%	32 17.20%	86 46.24%	5 2.69% <b>BEST POSSIBLE</b>	0 0.00% <b>DIDN'T HAVE DENTAL CARE</b>
31	How many months or years in a row has your child been in CHIP?	4 1.09% <b>BLANK</b>	2 0.55% <b>LESS THAN 6 MONTHS</b>	227 62.71% <b>6 TO 12 MONTHS</b>	107 29.56% <b>12 TO 24 MONTHS</b>	26 7.18% <b>LONGER THAN 24 MONTHS</b>								
32	How well do you feel you understand CHIP? Use any number from 0 to 10 where 0 is not at all, and 10 is completely.	2 0.55% <b>BLANK</b>	1 0.27% <b>I DO NOT UNDERSTAND AT ALL</b>	0 0.00%	0 0.00%	4 1.10%	10 2.75%	32 8.79%	22 6.04%	61 16.76%	76 20.88%	71 19.51%	87 23.90% <b>UNDERSTAND COMPLETELY</b>	
33	Have you OR YOUR CHILD USED BCBS/BlueChip Customer Service to help you with the CHIP program?	5 1.37% <b>BLANK</b>	156 43.21% <b>YES</b>	205 56.79% <b>NO</b>										

33b	How useful did you find it?	133 36.34% <b>BLANK</b>	105 45.06% <b>VERY USEFUL</b>	37 15.88% <b>SOMEWHAT USEFUL</b>	5 2.15% <b>NOT USEFUL</b>	86 36.91% <b>I DIDN'T USE</b>								
34	Have you or your child used the BlueCHIP Enrollee Handbook to help you with the CHIP Program?	6 1.64% <b>BLANK</b>	308 85.56% <b>YES</b>	52 14.44% <b>NO</b>										
34b	How useful did you find it?	34 9.29% <b>BLANK</b>	180 54.22% <b>VERY USEFUL</b>	120 36.14% <b>SOMEWHAT USEFUL</b>	6 1.81% <b>NOT USEFUL</b>	26 7.83% <b>I DIDN'T USE</b>								
35	Have you or your child used the "Dental Care and Eyeglasses for Children in CHIP" booklet?	6 1.64% <b>BLANK</b>	197 54.72% <b>YES</b>	163 45.28% <b>NO</b>										
35b	How useful did you find it?	103 28.14% <b>BLANK</b>	127 48.29% <b>VERY USEFUL</b>	59 22.43% <b>SOMEWHAT USEFUL</b>	10 3.80% <b>NOT USEFUL</b>	67 25.48% <b>I DIDN'T USE</b>								
36	How far do you travel ONE DIRECTION to see your child's primary provider?	2 0.55% <b>BLANK</b>	300 82.42% <b>0 TO 30 MILES</b>	47 12.91% <b>31 TO 60 MILES</b>	10 2.75% <b>61 TO 90 MILES</b>	7 1.92% <b>90 TO 150 MILES</b>	0 0.00% <b>150 MILES OR MORE</b>							
37	Use any number from 0 to 10 where 0 is the least satisfied possible, and 10 is the most satisfied possible. How satisfied are you with the CHIP Program?	1 0.27% <b>BLANK</b>	3 0.82% <b>COMPLETELY UNSATISFIED</b>	1 0.27%	1 0.27%	1 0.27%	1 0.27%	7 1.92%	10 2.74%	10 2.74%	31 8.49%	74 20.27%	226 61.92% <b>COMPLETELY SATISFIED</b>	
38	In general, how would you rate your child's overall health now?	0 0.00% <b>BLANK</b>	183 50.00% <b>EXCELLENT</b>	145 39.62% <b>VERY GOOD</b>	30 8.20% <b>GOOD</b>	7 1.91% <b>FAIR</b>	1 0.27% <b>POOR</b>							
39	What is your child's race? Please mark one or more.	4 1.09% <b>BLANK</b>	344 95.03% <b>WHITE</b>	3 0.83% <b>BLACK</b>	5 1.38% <b>ASIAN</b>	1 0.28% <b>HAWAIIAN OR PAC ISLANDER</b>	7 1.93% <b>AMER INDIAN OR ALASKA NATIVE</b>	2 0.55% <b>OTHER</b>						
40	What is your child's age now?	0 0.00% <b>BLANK</b>	5 1.37% <b>LESS THAN 1 YEAR</b>	360 98.36% <b>MORE THAN 1 YEAR</b>										
41	Is your child male or female?	2 0.55% <b>BLANK</b>	186 51.10% <b>MALE</b>	178 48.90% <b>FEMALE</b>										

42	Are you male or female?	2 0.55% BLANK	25 6.87% MALE	339 93.13% FEMALE										
43	What is your age now?	0 0.00% BLANK	0 0.00% UP TO 24	8 2.19 % 25 TO 34	87 23.77% 35 TO 44	192 52.46% 45 TO 54	74 20.22% 55 TO 64	3 0.82% 64 TO 74	2 0.55% 75 AND OLDER					
44	What is the highest grade or level of school that you have completed?	1 0.27% BLANK	6 1.64% 8 <sup>TH</sup> GRADE OR LESS	15 4.11% SOME HIGH SCHOOL	129 35.34% HS GRADUATE OR GED	153 41.92% SOME COLLEGE OR 2 YR	36 9.86% 4 YR COLLEGE DEGREE	26 7.12% MORE THAN 4 YR DEGREE						
47	How are you related to the child?	3 0.82% BLANK	356 98.07% MOTHER OR FATHER	4 1.10% GRANDPAR ENT	0 0.00% AUNT OR UNCLE	0 0.00% OLDER BROTHER OR SISTER	1 0.28% OTHER RELATIVE	2 0.55% LEGAL GUARDIAN	0 0.00% OTHER					